

NCBD News

NCBD Sponsor Update

2004 Submission Materials Now Available

NCBD 2004 submission materials are now available for download from our Web site at <http://ncbd.cahps.org/Submissions/Submissions.asp#>. Sponsors should note the following changes for 2004:

- NCBD will accept CAHPS® 3.0 or 3.0H data only.
- The data submission date is **July 1** for all populations – Commercial, Medicaid and SCHIP. *We strongly encourage sponsors to submit survey data prior to the deadline if possible, because we process the data as soon as we receive it.*

Sponsor report distribution dates will remain consistent with previous years:

Population	Release date
Commercial	September 15
Medicaid	October 15
SCHIP	November 15

Any questions about data submission should be directed to Janice Ricketts at 301-517-4106 or by e-mail at NCBD1@westat.com.

In addition to the sponsor reports, NCBD will release our annual products according to the following schedule:

NCBD 2004 Product Release Dates	
NCBD Chartbook	Sept 15
NCBD Research Files	Dec 15

We look forward to your participation in NCBD 2004!

NCBD Chartbook Update

Release of Volume 2

We are pleased to announce the release of the *NCBD 2003 Chartbook Volume 2: Question Item Results*. Volume 2 is a companion to Volume 1 of the Chartbook released in September 2003. It presents aggregate national results for each of the CAHPS Health Plan Survey core question items compiled for the years 2003 and 2002 in the NCBD. The report can be downloaded from the following URL link:

<http://ncbd.cahps.org/Products/Products.asp#chart>.

The data presented for each composite and question item include summary-level distributions of 2003 and 2002 CAHPS health plan survey results for the following populations:

- Adult and Child Commercial
- Adult and Child Medicaid
- State Children's Health Insurance Program (SCHIP)

Correction to Volume 1

While compiling Volume 2 of the Chartbook, we discovered a labeling error in Volume 1: the "SCHIP" and "Medicare" labels were inadvertently reversed in the bar charts presented on pages 10-14 and 16-19. All of the data values, sample size counts, and proportions are correct, and have been re-verified. We apologize for the error, and refer you to a corrected version of Volume 1 on the NCBD Web site at the following URL link: <http://ncbd.cahps.org/Products/Products.asp#chart>.

Your Feedback on the Chartbooks

Lastly, we would greatly appreciate receiving any feedback you might have on how you have used the NCBD Chartbooks, as well as suggestions for improving future versions. Please send your comments by email to: NCBD1@westat.com.

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Child Survey Fact Sheet

NCBD recently published a fact sheet entitled *Quality of Care for Children with Special Health Care Needs: Medicaid Findings from the CAHPS Child Survey*. The fact sheet defines children with special health care needs as: “those who have a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.”

The document emphasizes the importance of monitoring care provided to this population because these children have more complex health care needs, significant public and private resources are spent on care for this population, and evidence suggests that these children often experience inadequate care.

The fact sheet highlights several key findings from the CAHPS Child Survey:

- The proportion of children with special health care needs varies by state.
- Children with special needs have different experiences with care and these differences are more pronounced in areas pertaining to access.
- States differ in results for CAHPS measures.

The information presented is based on data from the 2002 CAHPS Child Survey from 10 state Medicaid programs. The fact sheet is available through the “What’s New” section of our Web Site at <http://ncbd.cahps.org/NCBDNews/WhatsNew.asp>.

National Health Care Quality Report

The *National Healthcare Quality Report (NHQR)*, developed by the AHRQ, is available through: www.qualitytools.ahrq.gov. The report is the first national comprehensive effort to measure the quality of health care in America. It presents results on a broad set of performance measures. NCBD provided state level CAHPS results for the Medicaid (adult and child) and Medicare managed care and fee-for-service populations.

The specific CAHPS question items that are included in the NHQR are:

Timeliness:

- Percent of persons who report that they can get an appointment for routine care as soon as they want
- Percent of persons who report that they can get care for illness/injury as soon as they want

Patient-Centeredness:

- Percent of patients who report that their doctor listens carefully
- Percent of patients who report that their doctor explains things clearly
- Percent of patients who report that their doctor shows respect for what they have to say
- Percent of patients who report that their doctor spends enough time with them

Overall Measures:

- Overall rating of health care received

We thank all NCBD sponsors who shared their data for this important effort and we look forward to working with them again for the 2004 NHQR.

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Medicaid/SCHIP Vendor and Sponsor Training Completed

To improve the quality and timeliness of submitted data, NCBD conducted two training sessions for Medicaid and SCHIP sponsors. The sessions included presentations and discussion. The major topics covered are summarized below:

Overview of NCBD 2004

- CAHPS 3.0 or 3.0H is required
- All submitters will use NCQA 3.0H data specifications
- Data submission deadline is **July 1** for all sponsors; early submissions are welcome

Review of Data Quality Problems

- NCBD distributed data quality reports describing both general and sponsor-specific data quality problems encountered in 2003

Survey Conformance Guidelines

- Surveys must include all core CAHPS 3.0 questions
- Surveys must not alter the wording or response options of any core CAHPS item
- Surveys must not omit any of the survey items related to respondent characteristics

List of Required Forms and Documents:

- Sponsor Registration Form
- Signed Data Use Agreement
- Health Plan Information Form (for each plan sample)
- Annotated copy of each survey instrument used
- A data file, including header record, for each health plan sample
- Frequency distribution for data file(s) submitted

NCBD Web Site

Our NCBD Web site has been updated with the 2004 submission materials and a “What’s New” section. Please visit us at <http://ncbd.cahps.org> to keep abreast of updates and new releases.